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# **VA-DoD Joint Conference**

## **Las Vegas, NV**

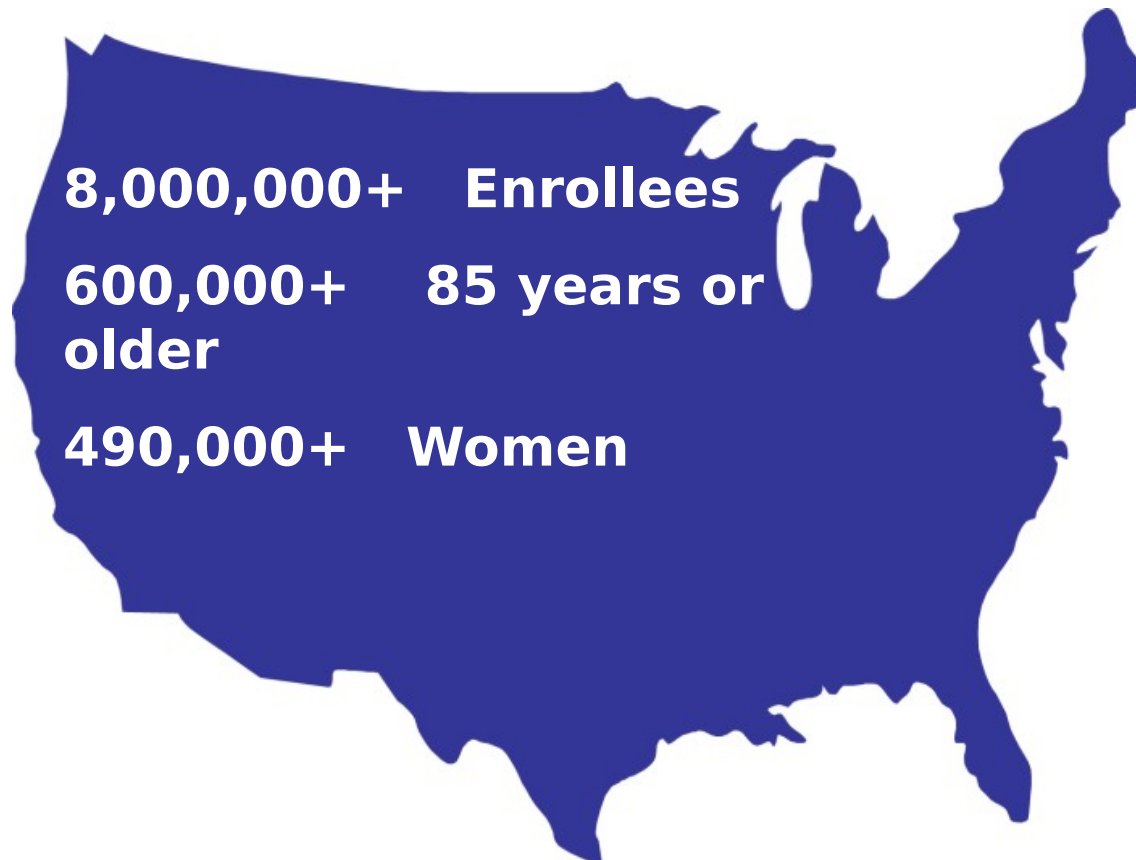
### **October 27, 2010**

**Paul J. Hutter**  
**Chief of Staff**  
**Veterans Health Administration**  
**Department of Veterans Affairs**



# Delivering Veteran Health Care

In 2009, the Department of Veterans Affairs (VA) treated more than 5.7 million Veterans.





# Providing Care Coast to Coast

**153 Hospitals**

**951 Outpatient Clinics\***

**134 Community Living Centers**

**50 Domiciliaries\*\***

**32 Vet Centers**

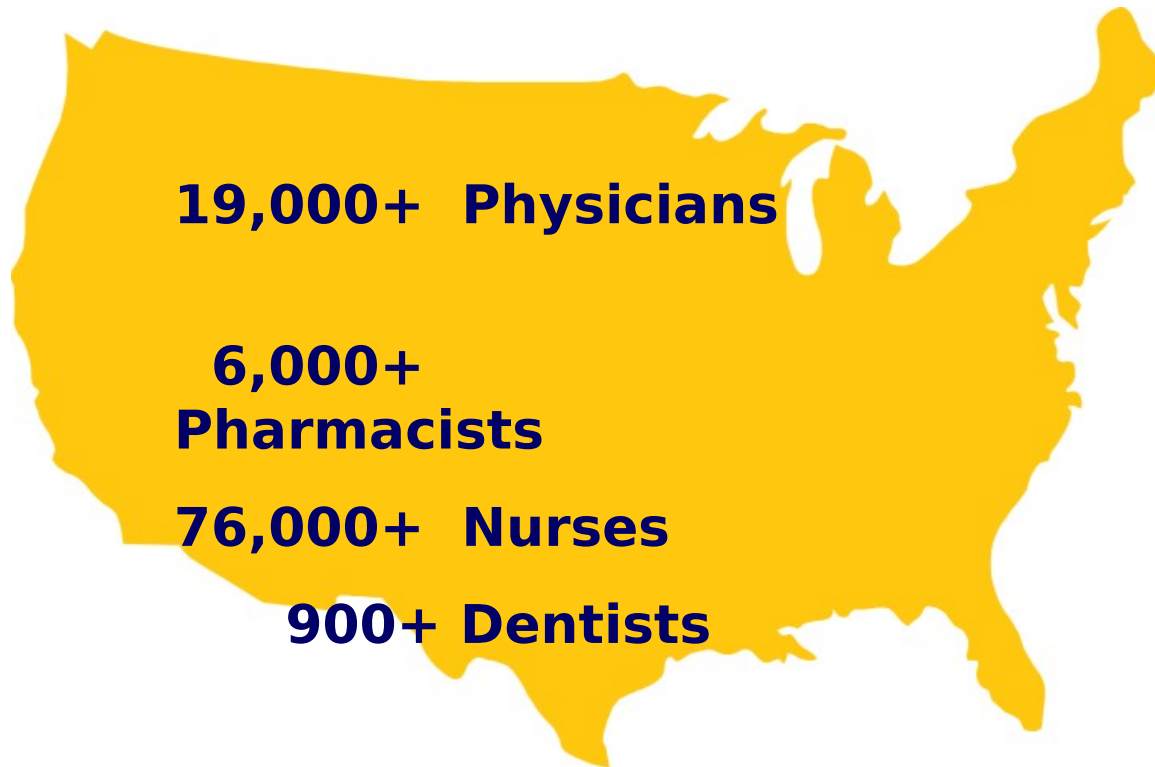
\*Includes Hospital-Based Clinics, Independent Outpatient Clinics, Mobile Outpatient Clinics and Community-Based Outpatient Clinics

\*\* Residential Rehabilitation Treatment Programs



# Employing the Nation

The Veterans Health Administration (VHA) has more than 235,000 employees. It is the largest civilian employer in the Federal government.





# The President's Agenda for Veterans

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- Allow All Veterans Back into the VA
- Strengthen VA Care
- Combat Homelessness among Our Nation's Veterans
- Ensure a Seamless Transition
- Fully Fund VA Medical Care



# Secretary Shinseki's Themes

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- Access
- Homelessness
- Backlog



# Secretary Shinseki's Vision

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- Veteran Centric
- Results Oriented
- Forward Looking



# VHA Vision Statement

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VHA will continue to be the benchmark of excellence and value in healthcare and benefits by providing exemplary services that are both patient centered and evidence based.

This care will be delivered by engaged, collaborative teams in an integrated environment that supports learning, discovery and continuous improvement.

It will emphasize prevention and population health and contribute to the nation's well-being through education, research and service in National emergencies.





# VHA Mission Statement

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Honor America's Veterans  
by providing exceptional  
health care that improves  
their health and well being.



# VHA-Related Major Initiatives

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- Eliminate Veteran Homelessness in 5 years.
- Implement Virtual Lifetime Electronic Records to enhance partnerships with DoD and others.
- Improve Veterans' mental health.
- Design a Veteran-centric health care model and right-sized infrastructure to help Veterans navigate the health care delivery system and receive coordinated care.



# Dr. Petzel's Priorities

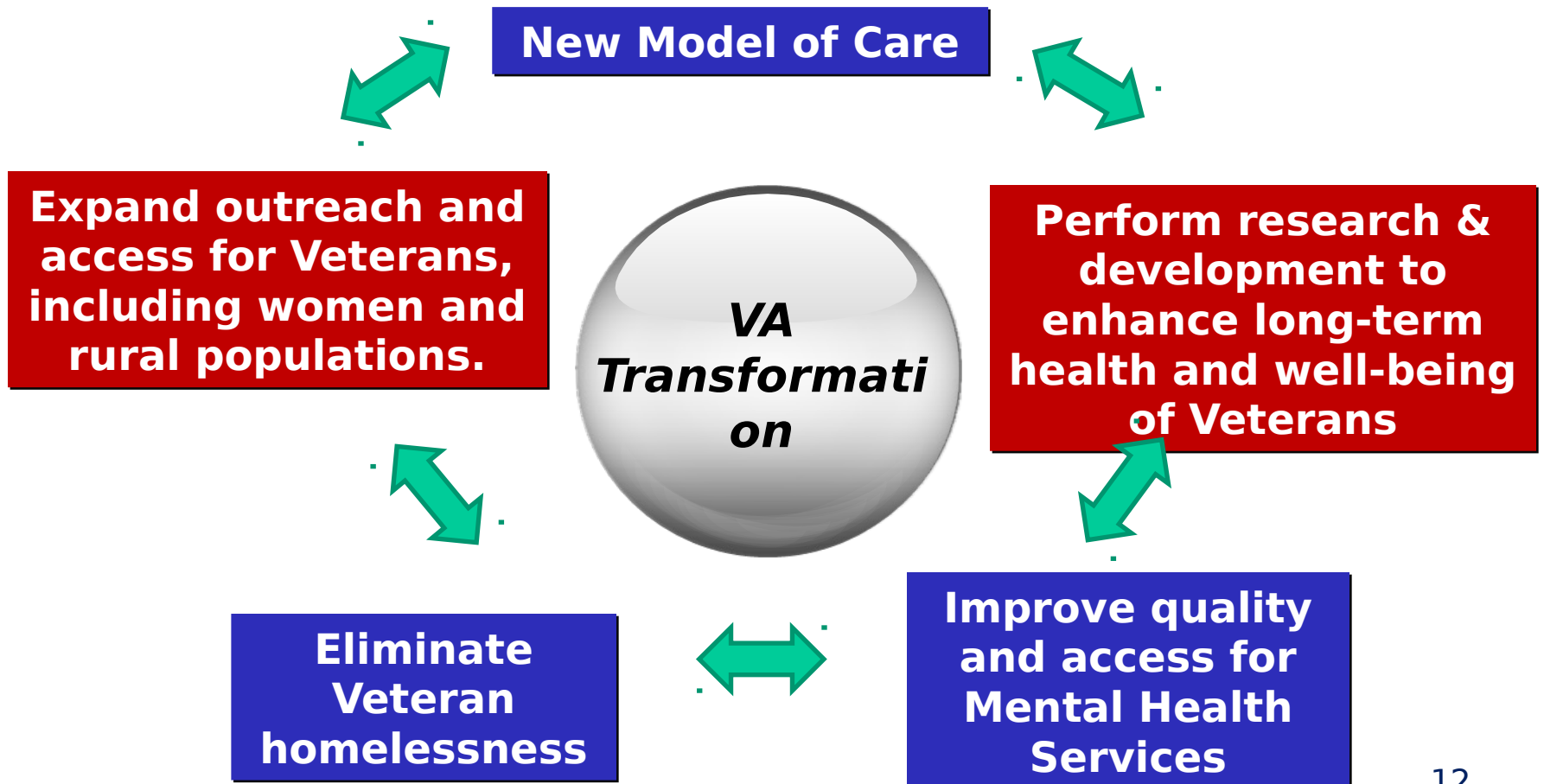
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- Create a Vision for the Organization
- Align the Organization
- Reduce Variation



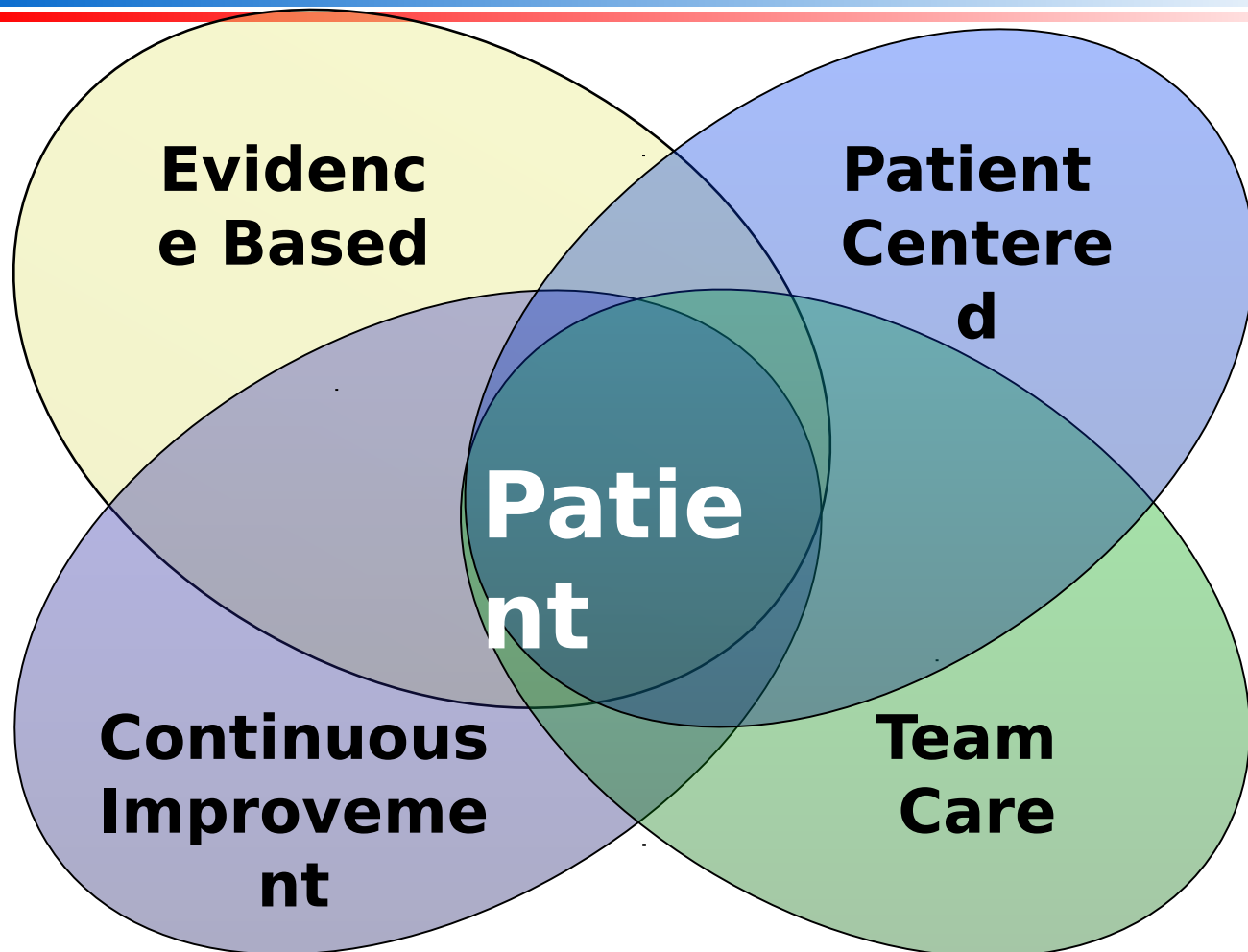
# Transforming Care

## VHA's Contribution to VA's Transformation





# VHA's Future Delivery System





# Patient Centered

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- Patients in control of their health care
- System designed around the needs of the patient



# Continuous Improvement

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- Data about: Quality, Cost, Access and Satisfaction
- Time
- A corporate operating principle
- VHA System Redesign



# **Team Care The New Health Care Work Place**

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- Work is done in teams
- Team members regard each other as peers
- Teams are empowered
- Teams have data about cost, quality, satisfaction and access
- Teams use a continuous improvement process
- Teams have time
- Teams work collaboratively





# Data Driven, Evidence Based

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- Data about point-of-care performance
- Medical practice based on the evidence



**What do we want  
to create?**



# Organization of Excellence

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- Provides patient-centered care
- Provides coordinated care
- Is fully integrated
- Learns continuously
- Continuously improves its processes
- Is transparent



# Organization of Excellence (continued)

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- Continuously measures performance
- Manages its employees' skills and knowledge
- Empowers employees
- Works in teams
- Works collaboratively
- Has consistent and predictable performance



# Agenda

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- Every employee will be able to relate his or her work to the “organization of excellence” characteristics and to mission, vision and values
- All employees/work teams will have data about their cost, quality, satisfaction and access
- Continuous improvement will be a corporate operating principle
- Work will be organized by teams
- Teams will work collaboratively



# Improving Outreach/Access



## VA Outreach & Access

- Readjustment and Counseling for Women Veterans
- Transport for Immobilized & Rural Veterans
- Access to Care in Rural Areas
- Timely Access by Implementing Best Practices (Systems Re-Design)
- Seven Touches for OEF/OIF Veterans
- Health Care for Re-entry Veterans



# Preventing Suicide

In just two years, the VA Suicide Prevention Hotline has helped more than 100,000 Veterans.





# Preventing Suicide

We recently expanded the Veterans Suicide Hotline. Now, up to 350 callers a day can access the hotline.



The addition of Veterans Chat has expanded the reach of the Suicide Prevention program to Veterans who may prefer to communicate via the inte







# Reaching Rural Veterans





# Engaging Our Stakeholders

In an effort to strengthen engagement with Veterans, their families, and the public, VA has established an online presence using VA blogs and popular social media websites.

**facebook**

**2600+ Fans**

**twitter**

**250+ Followers**

**You Tube**

**35 Videos Posted**



**VA External Blogs**



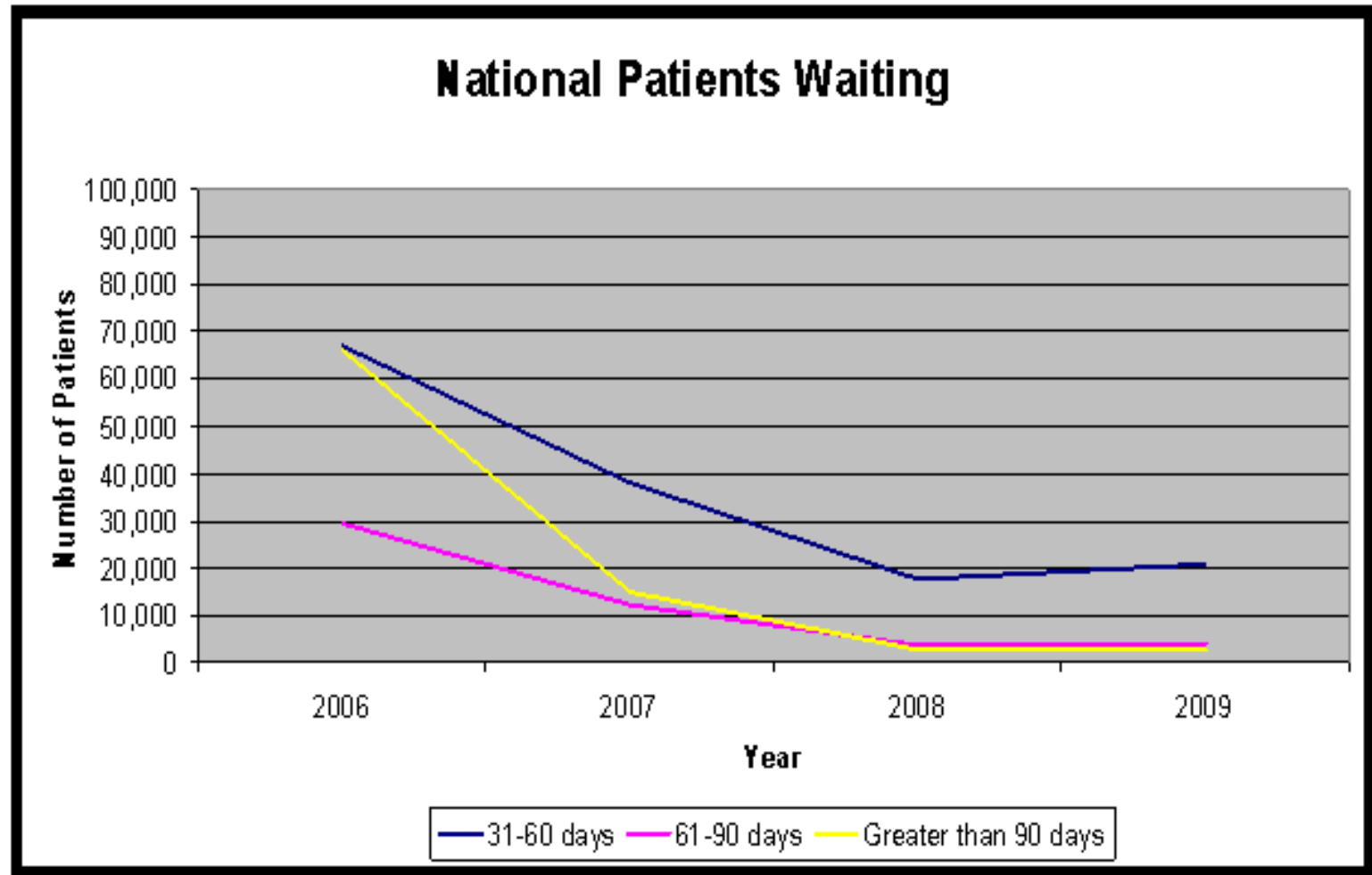
**Second Life**

Interactive island established that users can visit to find out information about VHA.

<http://www.blogs.va.gov/returningservicemembers/>



# Improving Wait Times

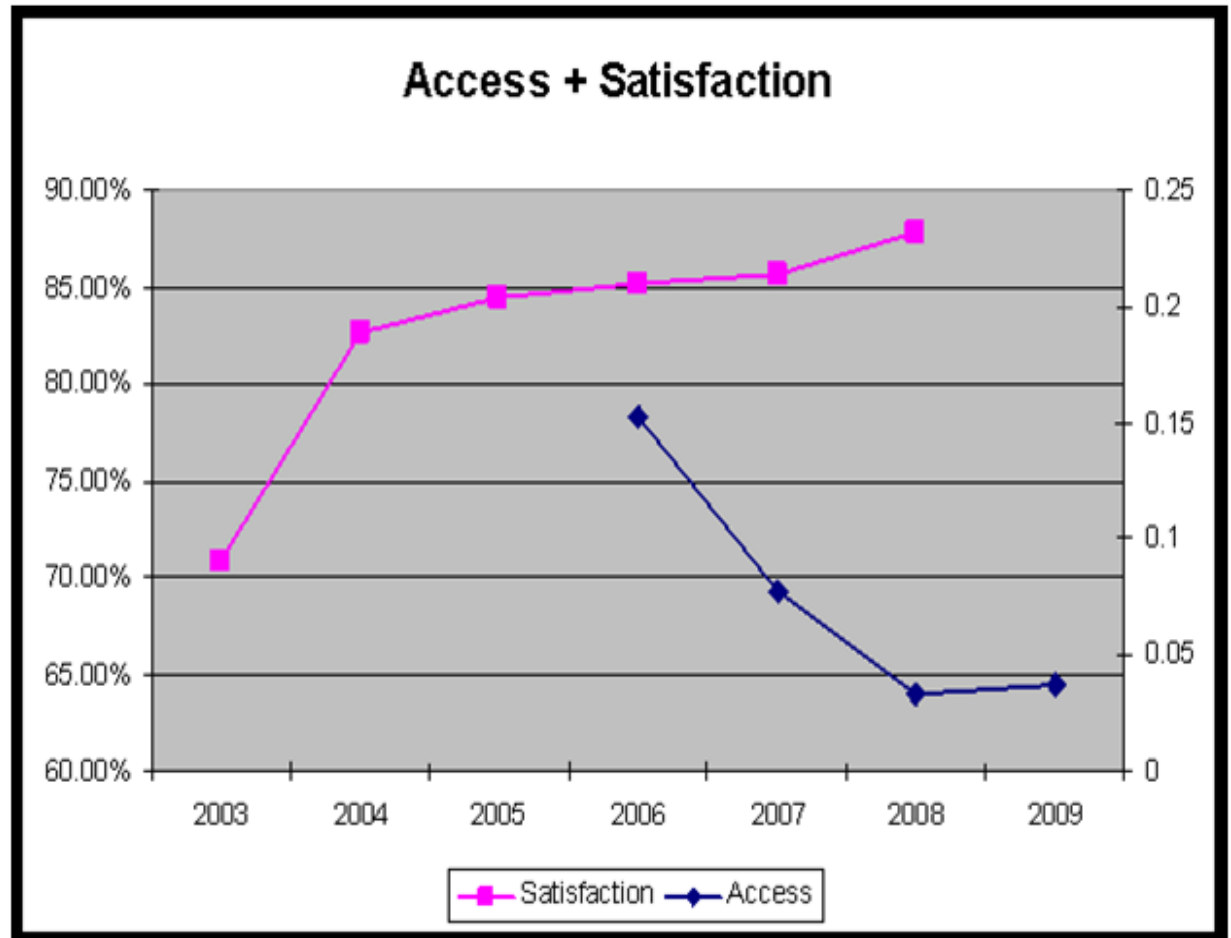




# Improving Access & Satisfaction

Both access and satisfaction have improved:

- ❖ Patients waiting 31-60 days (70,000 in 2006 to 20,000 in 2009)
- ❖ Patients waiting 61-90 days (30,000 in 2006 to 5,000 in 2009)
- ❖ As access has improved, patient satisfaction scores have also increased from 70% in 2003 to nearly 90% in 2008.





# Mission

**"To care for him who shall have borne the battle, and for his widow and his orphan."**

**-Abraham Lincoln**

